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ABSTRACT

Being "good enough" is no longer adequate for today's library and staff. Total Quality Management (TQM) is a system and philosophy which guides a unified effort towards delivering excellent goods and services. In this video, not available at ERIC, Connie Merritt shows how TQM helps all of a library's departments work together to satisfy both its external and internal customers. Six essential components of TQM are described and discussed in the context of libraries: (1) management commitment from the top down; (2) partnering with the community and businesses; (3) meeting customer expectations; (4) prevention of problems; (5) "shucking" tradition to make a difference; and (6) empowering staff. (SWC)

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